

**MEMORANDUM OF UNDERSTANDING  
STATE OF UTAH  
ONE-STOP PARTNERS**

**Introduction**

The purpose of this Memorandum of Understanding (MOU) is to provide and improve employment and training services to Utah citizens. This MOU between Utah's State Workforce Investment Board (SWIB) and the One-Stop Partners is a requirement of the Workforce Investment Act of 1998. This MOU will establish guidelines for the One-Stop Operator and One-Stop Partners in creating and maintaining cooperative working relationships. The Department of Workforce Services is the designated One-Stop Operator.

**Strategic Vision and Goals**

It is the vision of Utah's One-Stop Operator and the One-Stop Partners to render diverse comprehensive services, education and training designed to connect the unemployed citizen and dislocated workers to a job, support the underemployed citizen in preparing for a new job, and focus on services to youth who need an introduction to the world of work. The goals of the One-Stop Operator and the One-Stop Partners are to eliminate duplication of services, reduce administrative costs, enhance participation and performance of customers served through the system and improve customer satisfaction. Achievement of these goals will allow Utah to build a workforce development system that prepares individuals for high skill and high wage occupations based on a strong labor market. This will be economically beneficial to both the job seeker and employers and will result in Utah and the United States becoming more competitive in the global market.

**UTAH'S ONE STOP PARTNERS PROGRAMS AND ACTIVITIES:**

**Department of Workforce Services:** (*One-Stop Operator*): Wagner-Peyser Act (29 U.S.C. 49 et seq.) Unemployment Insurance, Trade Act (19 U.S.C. 2271 et seq.), Workforce Investment Act, Veterans Services, Migrant and Seasonal Farm Workers, Child Care Resource and Referral, Child Care Block Grant, Refugee Programs, Temporary Assistance to Needy Families, and Food Stamp Employment and Training

**Department of Community and Economic Development:** Low Income Home Energy Assistance Program, Community Services Block Grant, Coordination with Housing Authorities in Utah, Ethnic Offices (specifically Indian Affairs and Polynesian Affairs) for coordination purposes

**State Office of Education:** Carl Perkins and Vocational and Technical Education Act (20 U.S.C. 2301 et seq.), Title II Adult Education and Family Literacy Act

**Utah State Office of Rehabilitation:** Client Assistance Program: Rehabilitation Act (29 U.S.C. 720 et seq.)

**Utah System of Higher Education:** Higher Education Act

**Utah Department of Human Services:** Older Americans Act (42 U.S.C. 3056 et seq.)

**USDA-Forest Service:** Older Americans Act (42 U.S.C. 3056 et seq.)

**Green Thumb Incorporated:** Older Americans Act (42 U.S.C. 3056 et seq.)

## **MEMORANDUM OF UNDERSTANDING PROVISIONS**

### **Services to be provided through the One-Stop Delivery System**

The Utah Department of Workforce Services has been designated by the Governor to be the One-Stop Operator and the primary provider of services in the One-Stop Centers. Currently, there are 46 One-Stop Employment Centers strategically located in the State of Utah. Locations of One-Stop Employment Centers are determined by Regional Councils as provided in Utah's Workforce Services Act. In each region there is at least one comprehensive center at which the applicable core services from all the required partners that are in addition to the basic labor exchange services provided under the Wagner-Peyser Act are available. Central Region has six Comprehensive Employment Centers, Eastern Region has eight Comprehensive Employment Centers, Mountainland Region has seven Comprehensive Employment Centers, Northern Region has eleven Comprehensive Employment Centers, and Western Region has fourteen Comprehensive Employment Centers. In addition, some of the required core services at the One-Stop center will be provided by using technology, such as "hot buttons" that will allow customers to access each required partners' web page, cross-training of staff, co-location of staff, and through contractual agreements. Also, a network of affiliated sites will provide one or more of the programs, services, and activities of the partners or these sites will at least provide information on the availability of core services in the local area and information regarding specialized centers that address specific needs.

The Department of Workforce Services will develop a case management system that will allow for enhanced ability to track customer services and monitor service outcomes. Implementation is scheduled for April 2000. DWS agrees to enter into individual agency agreements for limited information access to the system through security profiles. All confidentiality rules will be followed. Any costs related in connecting Partners to the system, purchasing and maintaining equipment or developing and maintaining security profiles will be borne by the One-Stop Partner. Any costs incurred when additional development of the Client Tracking System is requested by a One-Stop Partner, will be borne by the Partner. A feasibility study will be conducted to determine whether or not the cost incurred by additional development of the system is cost effective.

One-Stop Partners will be primarily responsible for providing those core services which they are authorized to deliver and for which they are provided funding. The applicable core services for each partner are identified in section 134(d)(2) of the WIA. Labor Exchange Services will be provided by the Department of Workforce Services. Wagner-Peyser, Temporary Assistance for Needy Families, Food Stamp Employment and Training, State, and WIA funds will be used by DWS to provide core, intensive, and training services. It is expected that all One-Stop Operator and One-Stop Partner staff will be knowledgeable about all services provided at the One-Stop Center and at affiliated sites. This will be achieved by cross-training of staff. One-Stop Partners will be responsible for providing technical assistance and training to local One-Stop Employment Center staff as well to other One-Stop Partner staff not located in the One-Stop Employment Centers on referral processes and services related specifically to the respective One-Stop Partner.

One-Stop Partners will retain eligibility determination for their respective services whether co-located or connected through another method. Costs for core, intensive, and training services for customers who are determined to be best served and eligible for a Partner's services or programs will be borne by the Partner that is authorized to deliver the service and for which they are providing funding.

Additionally, pamphlets and other informational materials about One-Stop Partners' programs will be available to customers in every comprehensive One-Stop Center and affiliated sites. One-Stop Partners will be responsible for providing up to date materials about their programs and services.

The Department of Workforce Services will provide Workforce Information (employment statistics) in the One-Stop Employment Centers as well as through the Department of Workforce Services website. All One-Stop Partners and the public will have access to the information. One-Stop Partners who request customized Workforce Information and reports will bear the cost.

The following are the agencies that will form the comprehensive One-Stop system, along with their various services and funding resources that each will bring to the operation:

| SERVICES  | AGENCIES   | REVENUE SOURCE  |
|---|--|---|
| <b>CORE</b>   |  |   |
| < <b>INTAKE</b>   | Department of Workforce Services, Utah State Office of Rehabilitation, Department of Community and Economic Development, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants |
| < <b>ELIGIBILITY</b>  | Department of Workforce Services, Utah Office of Rehabilitation, Department of Community and Economic Development, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education       | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants |
| < <b>INITIAL ASSESSMENT OF SKILL LEVELS, APTITUDES, ABILITIES, AND SUPPORTIVE SERVICE NEEDS</b> | Department of Workforce Services, Utah State Office of Rehabilitation, Department of Community and Economic Development, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants |
| < <b>EMPLOYMENT STATISTICS</b>  | Department of Workforce Services   | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA   |
| < <b>INFORMATION ON PERFORMANCE MEASURES</b>  | Department of Workforce Services   | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA   |
| < <b>SUPPORTIVE SERVICE INFORMATION</b>   | Department of Workforce Services   | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA   |

| SERVICES  | AGENCIES  | REVENUE SOURCE   |
|---|---|--|
| <p>&lt; FOLLOW-UP SERVICES</p>  | <p>Department of Workforce Services, Utah State Office of Rehabilitation, Department of Community and Economic Development, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education</p> | <p>TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee &amp; Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants</p> |
| <p>&lt; JOB SEARCH AND PLACEMENT ASSISTANCE AND CAREER COUNSELING</p> | <p>Department of Workforce Services, Utah State Office of Rehabilitation, Department of Community and Economic Development, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education</p>                                  | <p>TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee &amp; Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants</p> |
| <p>&lt; UNEMPLOYMENT INSURANCE INFORMATION</p>                        | <p>Department of Workforce Services</p>   | <p>UI</p>  |

|  |   |  |
|--|---|--|
| <p><b>INTENSIVE</b></p> <p>&lt;      <b>COMPREHENSIVE<br/>AND SPECIALIZED<br/>ASSESSMENT</b></p> | <p>Department of Workforce Services, Utah State Office of Rehabilitation, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education</p>                                  | <p>TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee &amp; Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants</p> |
| <p>&lt;      <b>DEVELOPMENT OF<br/>INDIVIDUAL<br/>EMPLOYMENT PLANS</b></p>                       | <p>Department of Workforce Services, Utah State Office of Rehabilitation, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education</p> | <p>TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee &amp; Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants</p> |

| SERVICE  | AGENCIES   | REVENUE SOURCE  |
|--|--|---|
| < <b>GROUP COUNSELING</b>                          | Department of Workforce Services, Utah State Office of Rehabilitation, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants |
| < <b>INDIVIDUAL COUNSELING AND CAREER PLANNING</b> | Department of Workforce Services, Utah State Office of Rehabilitation, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants |
| < <b>CASE MANAGEMENT</b>                           | Department of Workforce Services, Utah State Office of Rehabilitation, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants |
| < <b>SHORT-TERM PRE-VOCATIONAL SERVICES</b>        | Department of Workforce Services, Utah State Office of Rehabilitation, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants |

| <b>SERVICES</b>                                      | <b>AGENCIES</b>  | <b>REVENUE SOURCE</b>   |
|--|--|---|
| <b>TRAINING</b>                                      |  |   |
| < <b>OCCUPATIONAL SKILLS TRAINING</b>                | Department of Workforce Services, Utah State Office of Rehabilitation, Department of Community and Economic Development, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, Pell Grants                               |
| < <b>WORKPLACE TRAINING WITH RELATED INSTRUCTION</b> | Department of Workforce Services, Utah State Office of Rehabilitation, Department of Community and Economic Development, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants |
| < <b>SKILL UPGRADING AND RETRAINING</b>              | Department of Workforce Services, Utah State Office of Rehabilitation, Department of Community and Economic Development, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, Pell Grants                               |
| < <b>ENTREPRENEURIAL TRAINING</b>                    | Department of Workforce Services, Utah State Office of Rehabilitation, Department of Community and Economic Development, Department of Human Services, USDA-Forest Service, Green Thumb, Inc., Utah State Office of Education, Utah System of Higher Education | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, Pell Grants                               |
| < <b>ADULT EDUCATION AND LITERACY</b>                | Department of Workforce Services, Utah State Office of Rehabilitation, Department of Community and Economic Development, Department of Human   | TANF, Wagner-Peyser, WIA, Child Care Development Fund, Food Stamps, UI, Refugee & Veterans, NAFTA/TAA, Rehabilitation Act., CSBG, HUD, Ethnic Offices, Low Income Home Energy Assistance. Title V, Older American's Act, Carl Perkins Applied Technology Education, WIA Title II Adult Education, Pell Grants |



### **Referral Process**

Initial assessments will be completed with customers by DWS or One-Stop Partners staff. Appropriate staff will, in consultation with the customer, determine which one of the required Partners will provide the core, intensive, and training services that will best meet the needs of the customer. If it is determined that a customer need can be better served by another required One-Stop Partner a referral will be made to the appropriate Partner. Customers will be able to learn about core services provided by One-Stop Partner's by accessing either the DWS or the One-Stop Partners' website. All customers referred for services will:

1. Be provided with a written referral form with the name, address, phone number, and name of the contact person of the agency that the customer is being referred for services. The referral form will also include the name of the person making the referral, their phone number, and the referring agency will be provided with information regarding whether or not the customer that was referred was determined eligible for services provided by the One-Stop Partner. The referral form and referral process will be jointly developed and approved by the partners who will use the form.
2. Be provided with assessments, employment plans and intake and eligibility information that will be completed by the referring agency.

### **One-Stop System Performance Criteria**

It is agreed that the One-Stop Service Delivery partners will strive to achieve the following standard of quality service for its customers, employees, and partners:

All customers will receive:

1. Prompt and courteous customer service
2. Services, education, and training that will help them to reach their employment goals

All partners will:

1. Deliver high quality services through the One-Stop system
2. Survey customers as they receive services to determine whether or not the services rendered met their needs and to determine the level of customer satisfaction

### **Cost Allocation**

The Department of Workforce Services will follow its cost allocation plan as approved by the Department of Health and Human Services. The cost allocation plan has also been approved by the Department of Labor and the Department of Agriculture for core, intensive, and training services specifically provided by DWS. The cost of core services that are not customary or typical services generally available to all customers of the One-Stop Employment Centers that are provided by the One-Stop Partner will be borne by that respective partner. In general, costs

relating to this MOU will be allocated in compliance with the Office of Management and Budget Circular A-87, EDGAR and DHHS, DOL and DOE interpretation letters and in accordance with the approved DWS cost allocation plans. Programs and services that are delivered by One-Stop Partners that are part of DWS will be funded by multiple funding streams. These consist of TANF, Food Stamp Employment and Training, Wagner-Peyser, WIA, and State funds. These funds will provide core, intensive, and training services. The costs incurred by DWS in delivering these services will be allocated back to individual funding sources using the Random Moment Time Sampling (RMTS) cost allocation method.

One-Stop Partners that are not part of DWS, including the Department of Human Services, Utah State Office of Education, Utah State Office of Rehabilitation, Department of Community and Economic Development, Utah System of Higher Education, Futures Through Training, USDA-Forest Service, and Green Thumb Incorporated will retain their own identity and control their own resources and remain autonomous while working with other Partner agencies to provide core services through the One-Stop system in accordance with 20 C.F.R. part 662. Each Partner will perform the functions and provide the services as mandated by state and federal statute. These Partners will continue to maintain their own individual program delivery, personnel, accounting, and other management systems. Each One-Stop Partner will pay for its own fixed and variable costs as direct charges.

### **Conflict Resolution and Grievance Procedures**

Conflicts and grievances of the One-Stop Operator and One-Stop Partner employees will be handled by the One-Stop Center manager and the designated partners' liaison. The manager and the designated partners' liaison will consult with appropriate supervisors in the resolution of conflicts and grievances. All conflicts and grievances will follow the Grievance and Appeal Procedures statutes in *Utah Code Unannotated*, Sections 67-19a-101 through 408, and to the Utah Career Service Review Board's administrative rules found in the *Grievance and Appeal Procedures Manual* and in the current Utah Administrative Code, R137-1 *et seq.*

When customers have grievances, they will be informed of the grievance procedure of the One-Stop Operator or One-Stop Partner that provided the service. The One-Stop Operator or One-Stop Partner will be responsible for ensuring that the customer is provided with all applicable information about the appropriate grievance procedures and pathway. The One-Stop Operator and One-Stop Partners will have information posted in visible locations informing customers of their rights and responsibilities and will provide brochures that also contain information regarding complaints and grievance processes and procedures and customer rights and responsibilities.

### **Duration and Modification of Plan**

At any time, any One-Stop Partner may request amendments to the MOU in writing. However, the One-Stop Partners must agree upon the amendments before presenting them to the State Workforce Investment Board. All requests will be presented to the State Workforce Investment Board for final approval. The Memorandum of Understanding will be in effect July 1, 1999 and

it will remain in effect until any of the One-Stop Partners request a revision. If a One-Stop Partner does not sign the MOU, the Chair of the State Workforce Investment Board will notify the Governor. If the impasse cannot be resolved between the Partners through negotiation or mediation, the Governor will notify the Secretary of Labor and the national office of the Partner who has not signed the MOU. Required One-Stop Partners who do not sign the MOU can be removed from the Board by the Governor. Oversight of this MOU will be the responsibility of the SWIB.

### **Special Provisions**

A separate Memorandum of Understanding will be negotiated with Job Corps and Futures Through Training.

Should Youth Opportunity grants be awarded in Utah, a separate MOU will be written and the five-year State Plan will be modified.

The Utah State Office of Rehabilitation (USOR) and the Department of Workforce Services have developed and funded a joint Partnership (Choose to Work Utah Project) to work with employers in obtaining jobs for individuals with disabilities. In addition, a State cooperative agreement, as required under WIA Title IV, is being negotiated with USOR. This agreement will provide specific guidelines for the coordination of services between the two agencies.

Utah has no formula Welfare to Work grant at this time. However, should the state apply and be awarded a formula Welfare to Work grant, the Department of Workforce Services will be the recipient.

## SIGNATURE PAGE

\_\_\_\_\_  
Date: \_\_\_\_\_  
Robert Gross  
Executive Director  
Department of Workforce Services

\_\_\_\_\_  
Date: \_\_\_\_\_  
Randy Emery  
Chair  
State Workforce Investment Board

\_\_\_\_\_  
Date: \_\_\_\_\_  
Robert (Blaine) Peterson  
Executive Director  
Office of Rehabilitation

\_\_\_\_\_  
Date: \_\_\_\_\_  
David B. Winder  
Executive Director  
Department of Community and Economic Development

\_\_\_\_\_  
Date: \_\_\_\_\_  
Steven O. Laing  
State Superintendent  
Utah Office of Education

\_\_\_\_\_  
Date: \_\_\_\_\_  
Robin Arnold Williams  
Executive Director  
Department of Human Services

\_\_\_\_\_  
Date: \_\_\_\_\_  
Cecelia Foxley  
Commissioner of Higher Education

**SIGNATURE PAGE (cont)**

\_\_\_\_\_  
Date \_\_\_\_\_  
Eugene A. Watson  
Title V Coordinator  
USDA-Forest Service

\_\_\_\_\_  
Date \_\_\_\_\_  
Margaret A. Auken (Peggy)  
State Director  
Green Thumb, Incorporated